

AMENDMENTS TO THE SPECIFICATION

Please amend the title and listed inventors on of page 1 of the substitute specification to read as follows:

**SYSTEM AND METHOD FOR MAINTAINING REAL-TIME AGENT
INFORMATION FOR MULTI-CHANNEL COMMUNICATION QUEUING**

Anil K. Annadata
Wai H. Pak
Mingte Chen
Henry D. Jay

Please replace the paragraphs beginning on line 10 of page 2 and ending on line 21 of page 3 with the following:

In one embodiment, a method of maintaining real-time data for multi-channel communication queuing is disclosed comprising forming a list of agent data, wherein the agent data includes information related to types of communication media an agent can access. Types of communication media can include phone, fax, email, web chat, and web collaboration, for example. The agent data can further include information related to the agent's skills.

One aspect of this embodiment includes maintaining a list of media routes.

Another aspect of this embodiment includes compiling statistics for the media routes including waiting time during a period, handling time during a period, number of abandon requests, longest waiting time, percentage of available agents, number of work items, and number of work items delivered to an agent.

Another aspect of this embodiment includes compiling statistics for a communication channel of a specified media type including start time, end time, average wait time, average time spent handling a work item, number of abandon requests, longest waiting time, percentage of available agents, number of work items, number of work items delivered to an agent, and number of unassigned work items.

Another aspect of this embodiment includes compiling statistics for an agent including start time, end time, availability percent, busy percent, aux_work percent, number of work items served.

Another aspect of this embodiment includes compiling a journal for a work item including the route for the work item, escalation history of the work item, start time, end time, and journal state history.

Another aspect of this embodiment includes storing assigning a priority value to the media routes.

Another aspect of this embodiment includes storing a maximum number of queued items for the media routes.

Another aspect of this embodiment includes storing a time for escalating a work item.

In another embodiment, a database structure for a multi-channel communication queuing system is disclosed, comprising a list of agent data, wherein the agent data includes information related to types of communication media an agent can access. The database structure can further include information related to an agent's skills.

One aspect of this embodiment includes a list of media routes.

Another aspect of this embodiment includes statistics for the media routes including waiting time during a period, handling time during a period, number of abandon requests, longest waiting time, percentage of available agents, number of work items, and number of work items delivered to an agent.

Another aspect of this embodiment includes statistics for a communication channel of a specified media type including start time, end time, average wait time, average time spent handling a work item, number of abandon requests, longest waiting time, percentage of available agents, number of work items, number of work items delivered to an agent, and number of unassigned work items.

Another aspect of the invention includes statistics for an agent including start time, end time, availability percent, busy percent, aux_work percent, number of work items served.

Another aspect of this embodiment includes a journal for a work item including the route for the work item, escalation history of the work item, start time, end time, and journal state history.

Another aspect of this embodiment includes a priority value to the media routes.

Another aspect of this embodiment includes a maximum number of queued items for the media routes.

Another aspect of this embodiment includes a time for escalating a work item.

The foregoing is a summary and thus contains, by necessity, simplifications, generalizations and omissions of detail; consequently, those skilled in the art will appreciate that the summary is illustrative only and is not intended to be in any way limiting. As will also be apparent to one of skill in the art, the operations disclosed herein may be implemented in a number of ways, and such changes and modifications may be made without departing from this invention and its broader aspects. Other aspects, inventive features, and advantages of the present invention, as defined solely by the claims, will become apparent in the non-limiting detailed description set forth below.